

**PROGRAM CONNECTION COMMITTEE**  
**MINUTES FOR**  
**FRIDAY, OCTOBER 22, 2004**

Present: Marilyn Putz, Kelly Blaschke, Heidi Hammes, Michelle Pauser, Amy Mendel-Clemens, John Wilberding, John Rathman, Jodi Ross, Edie Sprehn, Jane Penner-Hoppe, Rebecca Brueggeman, Sharon Oldenburg, Cindy Suttan, Doreen Lang

**NGA AND COORDINATION OF CHILD WELFARE**

Jane Penner-Hoppe gave us the following presentation and update:

**National Governors Association  
Cross Systems Integration Project  
Overview and Recent Highlights**

**I. Background**

**Governor's office** led project with involvement from Cabinet secretaries, the Superintendent, and involvement from human services, business and philanthropy. The core team is comprised of these representatives and has been leading the effort including identifying Wisconsin's commitment to this project, the mission, vision and goals of the project.

Wisconsin is committed to integrating its child welfare and W-2 systems so:

- Children are assured greater safety in nurturing, stable homes, and
  - Low-income parents are able to achieve greater economic self-sufficiency through sustainable jobs and access to benefits for which they are eligible.
- A. Mission:** Community partnership to insure that Wisconsin children grow up safe, healthy and successful in strong families.
- B. Vision:** Wisconsin seeks to improve the outcomes of our most vulnerable families by pursuing a more integrated, family-responsive and flexible approach to service delivery that is efficient and cost-effective.
- C. Goals:**
1. Increase families economic security;
  2. Improve child safety and well-being;
  3. Close the academic achievement gap;
  4. empower families to take charge; and.
  5. Establish a sustainable process for continuing system improvement.
- D. Connection to KidsFirst** – Priority embedded in overall vision for children and families in Wisconsin as part of the Strong Families Chapter.

**II. Call for Information**

Learning about local best practices in service integration.

- A. **A Call for Information** was issued in July, 2004 that asked for communities and organizations to tell us about their ideas for how to improve services and what was needed to move promising practices forward. This process was used to determine local innovation and best-practices in service integration.
- B. **Community Hearings held in Milwaukee and Stevens Point** in July to explain the process, asking for local communities to submit their ideas about how we can serve families better together. We were pleased to have 75 individuals representing programs and local government participate in these informational sessions.

### III. **Call for Information Update**

- A. An overwhelming response with forty applications from across the state and 18 in Milwaukee County.

Background research to arrive at **decisions concerning site selections** included:

- Examining data about **W-2 and CW families** to get a **clearer picture** of the need in Milwaukee County.
  - Looking further into some of the **barriers that many of you are familiar with and have been reiterated through this process**, income maintenance eligibility, child care subsidy payments and access to other key resources for families served. **We know that receipt of these benefits is a critical piece of family stability and that working with families to connect to these benefits is very important.**
  - Exploring the **bigger picture of how we deliver services**, considering options such as **neighborhood-based, co-location** of services and other possibilities.
  - Working between departments to identify ways to work together more closely, such as identifying families in common, better coordination of services that both systems use to help families and related possibilities for further collaboration.
  - Working with DWD and DHFS Milwaukee staff to understand activities happening in Milwaukee already within systems, such as working on adding Child Welfare service Liaison positions at two agencies and working collaboratively using the Single Coordinated Care Plan model. We know that the BMCW is involved in similar initiatives to provide a strong framework
- B. Governor's office will announce sites selected on October 22, 2004.
  - C. Meeting with selected sites about their projects to discuss details of involvement in NGA will be happening over the next 3 weeks, we hope to have signed agreements by the end of the year.
  - D. Generally speaking we are looking at more of a hands-off approach outside Milwaukee and will likely provide more assistance in Milwaukee.
  - E. There are a number of exciting initiatives we hope to build upon and learn from.  
Examples of some of the models we will be working with include:
    - Coordinated Services Teams

- Co-located services – in some cases, services are already co-located, these efforts would take projects another step toward co-case planning
- Coordination with the Single Coordinated Care Plan
- Co-location of services in a neighborhood hub
- Partnerships with schools and community based agencies.

**F.** We are also involved in efforts that will identify follow up contacts or referrals for projects that were not selected as part of this demonstration.

**G.** Submissions will be posted on the Governor's web site next month.

## **IMAC UPDATES**

John Rathman gave the group an update on IMAC, which included the following:

- Food Stamp name change to FoodShare Wisconsin
- ACCESS website availability and shared handouts with group members
- Quality Assurance for FoodShare and Medicaid
  - IMAC thought it would be to test pilot counties rather than roll out county wide
  - NewMan will now give checklist of cases to counties for FoodShare QC
- State updated IMAC about PAC
- State advised IMAC about a prescription drug program called Medicare Part D, which will roll out January 1, 2006. All implementation plans have not been formed but DHFS may be involved.
- Legislative Law Audit completed their review on Medicaid and DHFS would encourage members of IMAC to review and follow-up with feedback.
- IMAC received reports on SSI Managed Care and MA Transportation
- EBT help line is now outsourced in Jacksonville, FL
- Wisconsin's Food Share error rate is at an all-time low, currently at 5.58% as of June 2004 and federal fiscal year is at 6.9%.

## **CHILD CARE UPDATES**

Rebecca Brueggeman reported that policy decision has been made to have 12 month face-to-face reviews for child care assistance. However, the process for reporting changes within the 12 months has not been completed and a workgroup has been formed to complete this process. Local agencies are included and if anyone is interested in joining the workgroup, they are encouraged to contact Rebecca. She also later updated us on CSAW and computer updates.

## **UP-FRONT SERVICES FOR W-2 AND IM**

Heidi Hammes and Janice Peters reported on up-front services, which included a handout-out of administrative memo notice 04-19 and to restate that when people apply for W2 services, the main goal is to obtain employment. Core approach should be career development, with the acknowledgement that clients have transferable skills. It is known that not everyone will be able to get a job, and that some will be placed in CSJ and W2T, but that upfront service work should continue throughout W2 placement. The goal is to obtain employment and access retention services, such as FoodShare, Medicaid,

ChildCare and other services, to retain employment. The workers can enroll clients in the work program side of CARES without going through complete eligibility by accessing ACEO. For clients unknown to CARES, four financial screens need to be completed prior to accessing this screen. We were advised that these cases would not count in the denominator unless the client is placed in W2 on ACWI. The State will begin to track these clients in Jan. 2005, but will not be required entries. This will help W2 agencies track their services given to clients for upfront services.

#### **CMC & W-2T WORKGROUP**

John Rathman reported that a draft ops memo is in the process regarding coordination of child support, which should be out to the counties late November or early December. He also reported on budget proposal to extend CMC to six months with work actives.

Edie Sprehn reported that the W2T workgroup have met twice by e-mail and will be holding a meeting November 2. Current members include representatives from W2 agencies, advocates, SSI, and DVR. No employer representative available as of this date. Five to seven recommendations are being currently researched. If anyone has any other proposals or ideas, they should bring them to the meeting.

#### **DISCUSSION OF PURPOSE OF COMMITTEE**

To have a better connection with child welfare, a representative will become a member of this committee. Further discussion will be tabled for next month's meeting.

Respectfully Submitted by:  
Doreen Lang